



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1317

DATE: November 12, 2013

TO: Iowa Medicaid Nursing Facilities, Skilled Nursing Facilities, Nursing Facilities for Persons with Mental Illness (NF/PMI), Intermediate Facilities for Persons with an Intellectual Disability (ICF/ID), Psychiatric Medical Institutions for Children (PMIC), Residential Care Facilities (RCF), Hospice Providers, State Mental Health Institutions, and Program for All-Inclusive Care for the Elderly (PACE) Providers

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: New Facility Client Participation Notice Process
Updated Information Shown as Highlighted Below

EFFECTIVE: Immediately

Beginning November 19, 2013, the IME will no longer be printing and mailing the Facility Card (Form MA-2139). The Facility Card was used to inform the facility of the amount of Client Participation (CP) owed by each Medicaid-eligible resident. The equipment used to print the cards has become obsolete and is being retired. However, effective immediately, facility providers will be able to log in to a secure website to obtain resident CP information.

In order to access resident CP information, facilities will need to have an account set up in the Iowa Medicaid Portal Access (IMPA) system. Many providers already have an IMPA account for other functions such as viewing electronic remittance advices. If you do not already have an IMPA account, please follow these instructions to register for a new account.

To register for IMPA:

- 1) Go to: <https://secureapp.dhs.state.ia.us/impa/>.
- 2) Click on the "Register New Account" link at the upper left side of the page.
- 3) Complete the registration form. Your password must be at least 8 characters and include one uppercase character, one lowercase character, one digit, and one special character (!@#%&+=). Enter the verification words and click on "Create".
- 4) If all information is valid, a text box will be displayed and you will be redirected to the login page. On your first entry to IMPA, you will be directed to choose and answer three security questions that will be used for password resets and maintenance of your account.

To access CP notices, you must also have a group set up in IMPA, to which you will assign users. Many providers will already have a group set up to view remittance advices; if you do not, please see the user guide for groups at: <http://www.ime.state.ia.us/docs/IMPAGroups.pdf>.

In addition, you must complete the access request form to gain access to view the CP notices. The "Facility Client Participation Access Form" is <http://www.tfaforms.com/305995>. The form, [470-5189](http://www.tfaforms.com/305995), can also be found on the IME website at <http://www.ime.state.ia.us/Providers/Forms.html>. Once the access form is submitted, the IME will process the request and access will be granted to view the CP notices by following the instructions below:

After logging in to IMPA, please follow these instructions to access resident CP information:

- 1) Hover over "File"
- 2) Click on "Facility CP Notice"
- 3) Select the NPI from the drop down list (this was created based on your security).
- 4) Select the Provider address.
- 5) Enter the State ID (Medicaid Member ID) –or– leave the State ID blank.
- 6) Select the Eligibility Records. This automatically defaults to "Current". Available options include:
 - Current – displays the resident's client participation and status for the current month for billing purposes. The intent of this report is for a provider to use at the beginning of the month in order to do their billing for the prior month. For example, running the report in October will result in resident client participation for September.
 - History – displays the resident's client participation for a specified period of time. The intent of this report is to allow providers to view a history of a resident's client participation and status.
 - Changes – displays the resident's client participation for a specified period of time based on the date a change was made by the DHS Income Maintenance worker. The intent of this report is to allow a provider to check monthly to see if any changes to client participation happened for prior months. For example, if a change to a resident's client participation for July was made in September, the October report would show the change and the provider can make adjustments to collect or refund CP as appropriate.
- 7) Select the view that you want:
 - "Member List" is when all members appear on the same report page(s); even if there is more than one member.
 - "Member per page" is when only one member appears on a single page.
- 8) Click on the "View Members" button to see the report. Reports may have more than one page. Reports are searchable and can be exported or printed.

Note: Client Participation amounts are listed in the "1st Month CP" and "Ongoing CP" fields.

- **1st month CP** is the member's client participation for the month that includes the "begin date". For example, if the begin date shows a date of 07/01/13 and the 1st Month CP is \$500, the member's client participation for July 2013 is \$500.
- **Ongoing CP** is the resident's client participation for any month following the "begin date". For example, if the begin date shows a date of 07/01/13 and the Ongoing CP is \$600, the member's client participation for August 2013 and future months is \$600.

If you have any questions please contact the IME Provider Services Unit at 1-800-338-7909, or locally in Des Moines at 515-256-4609 or by email at imeproviderservices@dhs.state.ia.us.